



Residents’ meetings

Meeting dates are posted on the bulletin board outside the Employment and Education Resource Centre (EERC).We encourage you to participate and be involved at the residents’ meetings.Your input is important to us and helps us meet your needs better. EERC is located on the main floor.

SUPPORT SERVICES (available in the Seaton House Hostel)
Your Counsellor

A Counsellor is assigned to you during your stay at Seaton House.You and your Counsellor will work together to create your own case plan.Your case plan will include the goals you want to achieve and the services you need.The ultimate goal is to find your own housing.Your Counsellor can help you get clothing or shoes, apply for ID, get new glasses, medical or dental care, and access many other services at Seaton House or in the community. Just ask - your Counsellor is there to help you. When you see your Counsellor to renew your Admission Card, this time will be used to review your case plan, too.

Housing Counsellor

When you are ready to look for housing, ask your Counsellor to set up an appointment with a Housing Counsellor.They can help you find the right housing for you - a room, apartment, subsidized or supportive housing. When you get your own place, we will follow up to see if you need any help to stay in your housing.

Personal Needs Allowance

If you have no income, or savings, you may collect a Personal Needs Allowance (PNA). PNA is \$4.10 per day for seven days.We distribute PNA on Thursday mornings.You need to be here to sign for your PNA.

Health services

If you have any health concerns or need medication, please speak to a nurse or a member of the medical team.We encourage you to see a family doctor in the community.Your Counsellor can help you find one. If you need your medication stored in a safe place, please speak to the Nurse or Shift Leader.



Employment and Education Resource Centre

Our Employment and Education Resource Centre (EERC) can help you get the skills you need for long-term employment. If you need help with a résumé or job interview, just visit the EERC, located on the main floor.You must meet minimum hygiene requirements, be sober/straight before you use the EERC. Food and drinks are not allowed in the EERC.

The EERC is open daily from 8:30am-4:30pm, and evenings from 6:00pm-10:00pm Monday, Tuesday, Wednesday and Friday.

CONDUCT, RULES AND COMPLAINTS

Code of conduct

Seaton House shelters and supports men coming from many different backgrounds. Our aim is to provide a safe environment for all our residents and staff.We expect you to respect others who are staying at Seaton House. Our Code of Conduct is posted in various areas around the Hostel.The Code of Conduct helps ensure that everyone’s right to safety and security is respected. Please read it and follow it.The Code of Conduct was created in consultation with residents and staff.

Rules

- 1. Smoke only in the smoking areas outside.
- 2. Alcohol is not allowed in the hostel. If found, alcoholic drinks will be discarded.
- 3. Drug use is prohibited on the premises.
- 4. You must be in the building by 12:00 midnight unless you have a late pass.
- 5. If you have a late pass, it is cancelled as soon as you re-enter the building.
- 6. Violence or abusive behaviour towards clients or staff is prohibited.
- 7. Weapons are prohibited.

If you have a weapon or tools that could be used as weapons, please tell staff at Centre Island.The Hostel Shift Leader will arrange to store these items safely. Any legal items stored by the Hostel Shift Leader will be returned to you when you leave Seaton House.



COMPLAINTS AND APPEALS

We can help you resolve a conflict you may be having with another resident or a member of our staff. If you feel you have not been treated fairly for any reason, or if you are unhappy with our services, please speak to the Hostel Shift Leader. Complaint forms are available on request.

If your services have been restricted and you want to appeal the decision, please speak to a Hostel Shift Leader. If you are not satisfied, you may appeal in writing. Appeal forms are available on request.Your written appeal will be handled within three (3) business days.

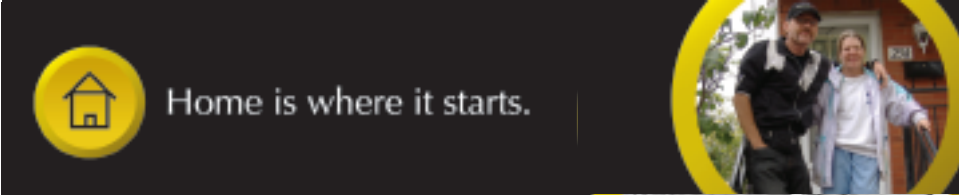
You may call the Complaints Supervisor in the Hostel at 416-392-5531 about your appeal. If you are still not satisfied, you may call the Program Supervisor at 416-392-5536 to set up a meeting. If you have used up all of these options and still believe the matter is not resolved, you may contact the Head Office Complaints Support Line at 416-397-1463.

Mission Statement

Seaton House shelters and supports men with diverse social, health and cultural needs through:

- Client-centred services, grounded in the principles of acceptance, understanding and respect, fostering independence and personal growth
- Innovative and responsive programs to meet client needs in health, nutrition, housing, and employment
- Partnership opportunities with staff, clients, and community
- Advocacy and assistance for community living opportunities intended to end homelessness
- Maintaining a clean, safe and caring environment.

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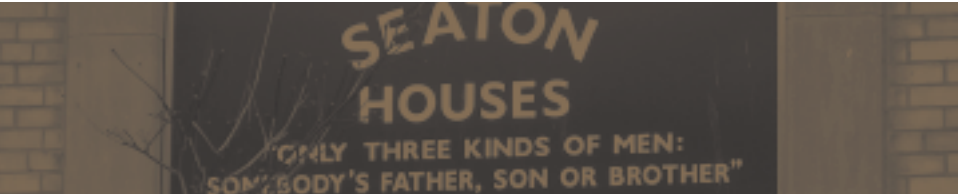


SEATON HOUSE

SOMEONE'S FATHER, SOMEONE'S SON, OR SOMEONE'S BROTHER.



GUIDE FOR HOSTEL RESIDENTS



Your Stay at Seaton House

This section gives an overview of our basic services: your bed, storage for your belongings, meals, laundry and other services.

If you need help

- Centre Island - This is what we call the reception desk near the main entrance of Seaton House. This is where you register as a client and where you can ask for assistance.
- Counsellor - A Counsellor will be assigned to you during your stay. Besides looking after your case plan, ask your Counsellor if you need clothing, access to a service or program, or if you need to renew your Admission Card.
- Hostel Shift Leader – There is always a Hostel Shift Leader on duty. Ask the Hostel Shift Leader for a saved meal if you work during meal times, if you need a lock, or need to store tools.
- Hostel Office – The Hostel Office is on the second floor. This is where you can ask for a locker or storage bin, fresh sheets and towels, a wake-up call or a bagged lunch.
- Client Service Workers – Frontline staff are called Client Service Workers. These are the staff members you will see most often. They provide general support and assistance to residents.

Arrival and Admission Card

When you arrive at Seaton House, staff at our Centre Island desk will give you a form to fill out. You will be asked some basic questions about your needs.

If you are staying at Seaton House, you have an Admission Card. Your Admission Card will be verified by staff at Centre Island each time you enter the building. It is good until the expiry date shown on the Card. Your Admission Card also shows your room letter and bed number.

You will need to see your Counsellor to renew your Admission Card before it expires.



Your bed and your belongings

Your bed is on the second floor. Your Admission Card shows you the room letter and bed number assigned to you. You are responsible for your own belongings. Please remove them from the area around your bed each day and take them with you or put them in storage or they will be discarded. Seaton House is not responsible for lost or stolen items.

Storing your belongings

Some lockers are available on the second floor. If you see an empty locker, tell a staff person you would like it. If the locker is available, it will be assigned to you. Seaton House is not responsible for items stored in your locker.

If you get a locker, you need your own lock. You can buy one from us for \$2.25. If you have no money for a lock, you can ask the Hostel Shift Leader if you can borrow a lock until you can pay for it. You can only use one locker at a time. If you use a second locker that was not assigned to you, the contents will be discarded.

If you need extra space for your belongings, please ask staff for a storage bin. Staff will accompany you to our storage room. They will make a list of all your belongings being stored, and give you the list upon your request. Do not store valuable items in the storage room. Seaton House is not responsible for lost or stolen items from this area. If you have small valuables such as ID or other documents, please ask to store them in our safe.

When you leave Seaton House, any belongings left in your assigned locker will be kept for seven (7) days. After seven days, your belongings will be put in storage for up to 23 days. After a total of 30 days, any belongings left at Seaton House will be discarded.

Bed check

Curfew is at midnight every night. We check beds twice a night. The first bed check is 15 minutes past midnight. The second bed check takes place between 2:00 and 4:00 in the morning. You must be in bed during bed check, or tell staff if you are going to be away. Otherwise, we may reassign your bed to someone else who needs it.



Late Pass

If you work night shifts or need to be away from the shelter for personal reasons, you can request a Late Pass to reserve your bed. Your counsellor or a Shift Leader can arrange this for you.

Wake-up

If you need to wake up early for work or an appointment, ask staff in the Hostel Office for a wake-up. We provide wake-ups between 2:00 to 6:00 in the morning, every half hour.

Meal times

Seaton House is proud to provide healthy, well-balanced meals. We serve meals in the cafeteria at the following times:

Breakfast	6:30pm - 7:15am
Lunch	11:45am - 12:30pm
Dinner	5:00pm - 6:00pm
Evening snack	8:15pm - 8:35pm

It is up to you to be on time for meals. Coffee and juice are available during the day. Check the notice for times.

If you have food restrictions due to religious, medical or other reasons, we will do our best to meet your needs. You may be asked to have a doctor confirm your medical needs. If you cannot carry a tray, staff will be happy to help you- just ask!

If you work during meal times and want a meal saved for your return to Seaton House, please ask your Counsellor or the Hostel Shift Leader. We can also provide a bagged lunch to take with you. Please ask a Client Service Worker or other staff in the Hostel Office about bagged lunches.

Sheets and towels

If you need fresh bed sheets or a towel, you may pick them up at the Hostel Office on the second floor. Please put your dirty sheets and towels in the bin in front of the Hostel Office. An extra blanket is available on request.



Laundry room

You may drop off your laundry in the laundry room on the main floor. We take laundry Monday to Friday from 7:00 in the morning to 8:00 in the evening, on a first come, first served basis. You may pick up your clean laundry by 11:00 at night. Please remember to pick up your laundry.

Clothing room

Let your Counsellor know if you need clothing such as socks, underwear or winter clothing. Your Counsellor will complete a clothing request form. When your request form is ready, please hand it to the clothing room staff, located on the main floor.

The clothing room is open:

- Monday & Friday 7:00am-9:00am & afternoons 1:00pm-2:00pm
- Tuesday & Wednesday 8:00am-10:00am & Noon-1:00pm
- Thursdays 10:00am-1:00pm

For clothing on Saturday, Sunday and holidays, please speak to the Hostel Shift Leader.

TV rooms

There are two TV rooms in the main-floor recreation area. The TVs are turned off from 10:00 in the morning to 4:00 in the afternoon, Monday to Friday. All TVs are turned off by midnight during the week and 1:00 in the morning on weekends. There is a TV in the cafeteria for sports and news only.

Good Samaritan Room

Our Good Samaritan Room is on the main floor. This is a quiet room for you to read or write. Please come in, relax and enjoy.

Activities

Activities such as bingo, skill testing games and cards are available for everyone. We plan trips such as bowling and picnics from time to time. Everyone is welcome to join.